

Action Recommendations for eWiSACWIS Quality Improvement

1. Communication with Users

Improve communication with system users based on recommendations from:

- Communications Audit by Evantage Consulting
- PAW/TAW meetings
- Implement measures to gauge success. In addition to feedback from PAW/TAW meetings, possible measures include user surveys, web trends from the Knowledge Web, the use of the Help Desk for problem calls (vs bugs or enhancement calls) and anecdotal reports from the Program Analysts/Outreach Team.

2. Change Management Process

Improve the change management process for system fixes and enhancements by:

- Incorporating efficiency, effectiveness and error handling usability objectives into priority setting and design process.
- Increase user participation in the system change process, including use of site observations and webcasts.

3. System Advisory Committee

Re-establish an eWiSACWIS advisory committee with a mix of staff using the IMAC IT committee as a model. Use the advisory committee to set priorities for system changes and support of users.

4. Editing Documents and Correcting Errors

Within the limits of legal requirements to retain case information, develop policy on ability of users to edit documents once completed and to retrieve work and otherwise correct errors. Based on the policy, specific system enhancements can be made to improve error handling. (Examples: edit case notes, retrieve approvals, etc.)

5. Training and User Support

Improve system training and user support using the following strategies:

- Develop system training strategic plan (by eWiSACWIS training committee) to improve system training, including new users, system enhancements and coordinate with practice training through Training Partnerships.
- Regional meetings with super users
- Redesign of Knowledge Web

6. System Enhancements

Implement system enhancements to improve capacity of system to support local agency work processes and reduce user time to complete activities in the system. Examples of planned enhancements include:

- Simplify supervisor approval (December release)
- Provider merge (December and March releases)
- Access/redesign of intake process (March release)
- Person merge
- Simplify family assessment/case plan (Ongoing Model)
- Further improvements to search